

CT-KIND NEWS

SPRING 2019

CT-KIND Newsletter

March 2019

CT-KIND is Coming!!!

Work is underway on the development of the Careline Online Portal and Child Protective Services (CPS) Reports. The Online Portal Pilot was successfully released on March 15, 2019 to a select group of Mandated Reporters including those from the 29 Birthing Hospitals in CT, and Family Relations.

Mobility Update: Over 2000 workers now have iPhone 8s with the ability to communicate from the field via email, voice or text. Mobile devices can capture images, video or voice recordings, and provide real-time navigation via GPS. Wi-Fi access points have been deployed to conference rooms in agency offices/facilities.

There is more to come! Mobile tablet device selection is underway with access to agency desktops through Virtual Private Network (VPN) technology. Additional security work is being done for agency-wide Wi-Fi access to provide remote access to CT-KIND and custom built apps to workers in the field.



IT Director Valter Borges and Federal Reporting Expert Edward Meeker

“Technology is nothing. What’s important is that you have faith in people, that they’re basically good and smart, and if you give them the tools, they’ll do wonderful things with them.”

- Steve Jobs

SDM Enhancements

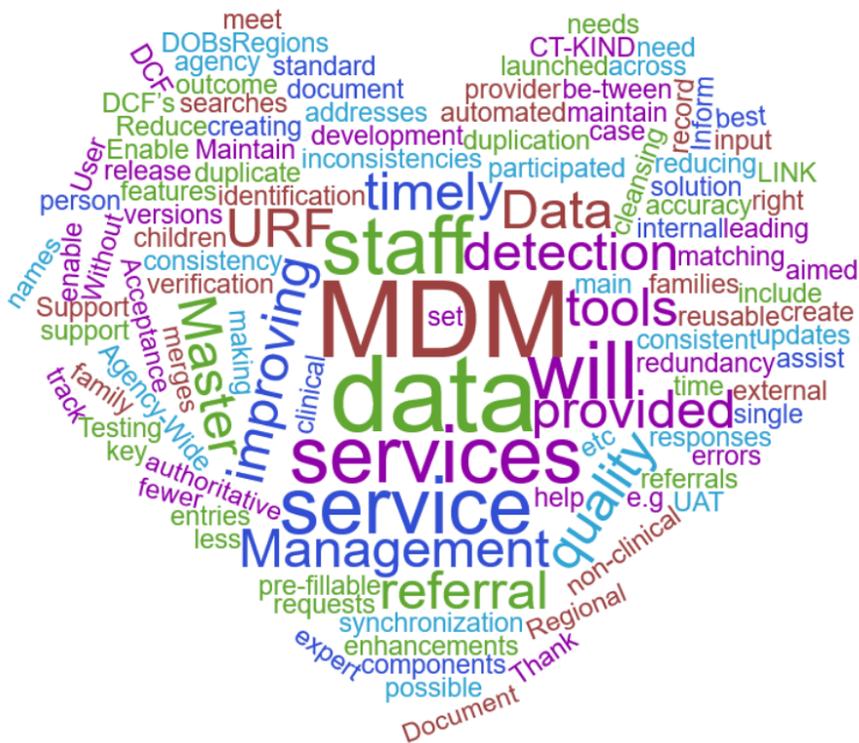
The CT-KIND Team has been working with the Children’s Research Center (CRC) to update the Structured Decision Making (SDM) tools.

The Careline SDM Tool enhancements were released in 2018 and have been consolidated into one Screening and Response Tool.

Enhancements are in progress for the Safety and Risk Assessments. ***Stay tuned for additional updates and training!***

Master Data Management (MDM)

The Master Data Management (MDM) solution will enable DCF to create and maintain a single, authoritative standard for all data leading to fewer errors and less redundancy. It is a set of tools that are aimed at improving the quality of data, accuracy and consistency across the agency. Some of the key features include: data cleansing and matching, duplicate detection (person, case), data merges, synchronization of the data between LINK and CT-KIND, and timely entries. The MDM tools will assist in improving the quality and reducing duplication of DCF's data through the detection of inconsistencies and automated updates through the external searches launched through MDM (e.g., verification of names, DOBs, addresses, etc.).



Universal Referral Form (URF)

The Universal Referral Form (URF) is due for release the beginning of April 2019 to a select group of users from Regions 5 & 6. Thank you to all of the staff who participated in the User Acceptance Testing (UAT)! Without your input, this release would not be possible. Some of the main components of the URF will help to:

- Support staff in making referrals to the right services for children and families;
- Enable timely support of clinical and non-clinical internal expert identification of the services that best meet the needs of the family;
- Inform Regional and Agency-Wide need for the development and enhancements of services;
- Reduce time for staff by creating a consistent, reusable, pre-fillable referral document;
- Maintain a record of the versions of the URF to track referral requests; and,
- Document service provider responses and the outcome of the service provided.

Kronos Project

Clocks Everywhere!

By now, most DCF staff have noticed the Kronos clocks installed in all of the offices/facilities. The Kronos Project is a multi-agency initiative including DCF, DMHAS, DVA, DOC, DDS and DESPP with the goal of automating the current paper timesheet processes for improved accuracy and efficiency.

Once staff begin to use Kronos, if they are on a regular schedule, clocking in and out automatically builds their timesheet and checks it for mistakes. At the end of the pay period, staff can check their timesheet online, make any corrections and submit. For the first time, staff will have real-time access to their accrual balances.

It is projected that using Kronos will save a significant amount of time filling out and approving timesheets. During the month of March, many people who currently touch paper timesheets will be involved in a time study to estimate the value and time saved by switching to Kronos. An updated schedule for training and rollout will be based on the time



LEAN Events

Great turn out for the March LEAN Events! The Teams completed mapping and review of the Current State, Good and Great State for FASU Licensing, FASU Relicensing and Services Post Majority (SPM). This work is not only important in promoting consistency in practice and streamlining the business processes, but will inform components and automation in CT-KIND. Thank you to all of the Participants and Stakeholders for your commitment and feedback! More LEANS to come!



Time Study News



DCF conducted a time study focused on Ongoing Services during the summer of 2018. This built upon the work sampling time study report conducted by the Court Monitor's Office in March 2016 and the Intake Time Study conducted by the DCF Time Study Core Team during the months of July through November 2017.

The focus was to calculate the average time it takes a Social Worker to complete specific tasks using the task frequency per month as well as the time to complete a task, and to calculate the average time per month that is invested by a Social Worker in an Ongoing Services Case.

It is expected that once mobility and CT-KIND are in place, the ongoing processes will be more efficient and accessible and caseload weighting can be adjusted accordingly. It is recommended that additional time studies be conducted after mobility and CT-KIND implementation to identify actual time savings.

All six (6) Regions/14 Area Offices participated in the time study. Front-line Office Champions were identified to collect the data and worked with the Core Team to analyze and scrub the data. Some highlights include:

- Participation of 967 Ongoing Social Workers (OSWs)
- 52,765 total samples were collected
- 493 OSWs submitted Self-Estimate data
- 36,761 raw data points at the sub-task level from Self-Estimates were collected
- 271 OSWs submitted Self-Tracking data
- 669 OSWs participated in Stop Watch Observations
- 9,376 Stop Watch Observations were gathered by the Champions
- 47 OSWs participated in Focus Groups

The Executive Team is currently reviewing the Ongoing Services Time Study Report recommendations. More to come!

Confidential Case Access

Modifications were made to LINK to eliminate barriers in accessing related case history on cases or participants labeled as "confidential." Staff have the ability to search cases and participants not assigned to them and view the case and participant history without an assignment.

An Intake Summary Screen and a Case History Detail Screen is available to staff as a "ready only" view to make the process more efficient when assessing the case and participant histories.



Suggestions? Feedback? Please share your ideas with the CT-KIND Team by going to:

<http://isprojects.dcf.ct.gov/SACWIS/CCWIS/Lists/Questions%20%20Ideas%20%20Comments/>